

Software Project



Title: Ambulance Industry Employee Scheduling and License Tracking

Introduction: The ambulance transportation industry consists of multiple employee scheduling dynamics. These dynamics are a combination of basic minimal staffing requirements and predicted/as needed staffing based on historical utilization trends, such as high frequency public usage (cold/flu season), time of day usage spikes (rush hour traffic, lunch, summer time trauma, etc). This online scheduling software will provide the management and staff with insight into an “as needed base” approach and provide a better insight into employee hours worked, fatigue aspects and more.

Sponsoring Organization: The North American Ambulance Alliance, (WWW.N3A.org) is a national, non-profit ambulance association. The association offers For-Profit and Non-Profit entities avenues to collectively unite efforts to better the profession and patient outcomes via education, and to better the workplace environment for all levels of employees. We have developed many unique programs and services just for the EMS community and now, we are venturing into custom software as we believe this will be the future venue for better patient care and outcomes.

Software objectives: The concept behind this software is two-fold. Not only will we need to develop access points for employers and employees to interact via an online space, but, we will also need to extract data points to be used in statistically meaningful ways as to better the lifestyle of the ambulance provider and better utilization knowledge for the employer.

80% of software programming time

- Employer scheduling. The software shall give the employer an opportunity to establish flexible parameters to schedule employees. The ambulance employer must schedule within a matrix of options.
 - Employees work the following time slots
 - 8 hour shift
 - 10 hour shift
 - 12 hour shift
 - 16 hour shift
 - 24 hour shift
 - Other (on demand/public service/stand-by)
 - Employees work all time segments
 - Daylight, evening, overnight shifts
 - Multiple two person crews per day
 - Nearly all ambulance services have two or more, 2 person crews working most/all shifts, each day
 - Employer must be cognizant of:
 - Overtime costs
 - Overtime amounts
 - Various staffing reports

20% of software programming time

The other aspect of this project is to illustrate the work habits of ambulance providers. This feature will show the employer(s) how many hours each employee is working, across multiple employers, down time for employee and other stats for EMS. Consider this the smart segment of the software which will deal with collect and analysis data to extract percentages, numbers, logic so that both employers and employees can have a quantitative idea on work place stats and data. Currently, nearly all employees work multiple employers to make financial ends meet. This could be a potential problem as employees who work a 24 hour shift may go to another employer without any “down-time”. This is alarming as sleep deprived employees are proven to make more errors than non-sleep deprived. This software will extract data points such as:

- Hours worked across employers
- Total hours worked

- Vacation time allotted/used
- Holidays worked
- Other paid time off
- Database sharing with payroll software
 - Establish a new way to approve extra hours worked
 - Current methods are first-come-first-serve
 - Software methods may be hours works against employee production
- Other features

5% of software programming time

The remaining programming will be to bring all the above aspects together into one employer and employee portal.

The objective is to build software that not only is functional for everyday use by both the employer and employee, but, also will extract data to provide insight to employee utilization and to optimize effectiveness.

Tech Specs: The code language requires Php version no later than 5.16

Educational Support: The N3A is dedicated to education! We are prepared to not only provide guidance with this project, but, to be an integral part of the learning process. We propose the following support:

- Weekly online video conferencing
 - This could be as easy as a one hour question/answer session, guidance, or a truly in-depth programming lesson
- Monthly face to face group support
 - We plan to make this project a 100% success and provide the education for long-lasting talents in Php programming language and tricks of the trade from our in-house IT Programmer. Our team will come to you for a monthly meeting where ideas can be created and where future benchmarks will be outlined. This will mimic a true workplace brainstorming session. Additional face to face meetings may be required
- Impromptu to situational guidance
 - Is there a problem that you need guidance with? Do you have a question that could go either way? We are here to help you. Simply drop a ticket in MS Groove or request a video conference any time.

N3A Leadership

- Executive Director – Phillip J. Holowka. I personally will be on every conference call, at every face to face meeting and other venue to assist in the success of this project. I have 18 years experience as a paramedic and most all other levels of management.
- Chief IT Programmer – Bobby Fisher. Bobby will also be on every conference call and face to face meeting. He has programming experience of more than 12 years. His resume is long and highly commended. His experience is in programming for both the US Military and private sector. Bobby has programmed the entire www.N3A.org site and all ancillary applications. His style of programming will provide you unique and creative ways to code for today and anticipate for future revisions. Bobby is prepared to make this a well valued, real-life learning experience.